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Contractor's understanding towards the implementation of quality assessment system in construction (QLASSIC) in construction industry

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Abstract. The Quality Assessment System in Construction (QLASSIC) developed by CIDB to measure and evaluate the quality of workmanship and finishes of construction works. Unfortunately, QLASSIC is not fully implemented and applied by all contractors in Malaysia as this element is not a compulsory requirement in getting projects. This paper presents the findings of determination on the understanding of contractors towards the implementation of Quality Assessment System in construction (QLASSIC) in construction industry. This objective was achieved based on the literature review and questionnaire survey. The respondents were selected based on the grade of contractor from G5 to G7 construction companies in Klang Valley. Sample of questionnaire would be 200 and the reply from respondents responded is 95. The data was analysed using Reliability Analysis and Descriptive Analysis. The results indicate that the understanding of contractors is only basic understanding on QLASSIC system but the detail implementation of QLASSIC from contractors were still low. On further research, it may able to study on the implementation of QLASSIC in client's perspective. The research will study on the implementation of QLASSIC but in the others perspective which is look into the understanding of QLASSIC to clients, the challenges and benefit from QLASSIC implementation.

1. Introduction

The construction industry has been in Malaysia as early as 1950s. However, this industry was not as developed as it is today. This is because Malaysia was lagging far behind and lack from the latest technologies. Thus, a statutory body like Construction Industry Development Board (CIDB) is been responsible to ensure the contractors produce quality products (CIDB, 2006). CIDB has introduced Quality Assessment System in Construction (QLASSIC) as a standard measure for quality. This means that, the contractors must meet the requirements in order to give full satisfaction to the end users of the products. QLASSIC was also introduced to overcome and reduce the problems related to the quality of workmanship in the construction sector.

2. Literature Review

2.1. Introduction of Quality Assessment System (QLASSIC)



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According to CIDB (2006), QLASSIC was introduced by the Construction Industry Development Board (CIDB) since 2006. The aims are to evaluate and improve the quality of the building construction works. Later, a Technical Committee (TC) was form to upgrade the guideline to industry standard which comprised of Jabatan Kerja Raya (JKR), Jabatan Perumahan Negara (JPN), Pertubuhan Arkitek Malaysia (PAM), Association of Consulting Engineers Malaysian (ACEM), Real Estate and Housing Developers Association (REHDA), Master Builders Association Malaysia (MBAM), Universiti Sains Malaysia (USM), National House Buyers Association (HBA) and others relevant organizations and authorities which give rise to Construction Industry Standard (CIS 7 : 2014).

The programme was adopted from Construction Quality Assessment System (CONQUAS) at Singapore. CONQUAS was introduced by Building Construction Authority (BCA) in Singapore since 1986 (Muhktar, 2014). Besides that, he also has a similar assessment system being practiced by Hong Kong Housing Authority since 1990's under the name of Performance Assessment Scoring System (PASS).

2.2. The Definition and Objectives of QLASSIC

QLASSIC is stand for Quality Assessment System in Construction. According to CIDB (2009), QLASSIC can be defined as a system or independent method to measure and evaluate the workmanship quality of a building construction work based on Construction Industry Standard (CIS 7: 2014). QLASSIC enables the quality of workmanship between construction projects to be objectively compared through a scoring system (sampling and statistical approach).

Besides, the assessment is designed to enable the contractor to achieve any QLASSIC's objective set by CIDB. The objectives are as below (CIDB, 2013):

- i. To benchmark the level of quality of the construction industry Malaysia
- ii. To have a standard quality assessment system for quality of workmanship of building projects
- iii. To assess quality of workmanship of a building project based on CIS 7 standard
- iv. To evaluate the performance of contractors based on quality of workmanship
- v. To compile data for statically analysis

2.3. Scope of QLASSIC

CIDB (2013) explained that QLASSIC has set the standard for the various components for building works and infrastructure works. Building elements are assessed based on the quality of workmanship requirements specified in the standard. QLASSIC assessment is made through site inspections and in accordance with the principle first time.

Among these components are standard for structural works, architectural works, mechanical and electrical works (M & E works) and external works. According to CIDB (2013), the evaluation of the criteria are based on the work and the scores obtained if the workmanship and packaging criteria are met. The marks were collected to obtain total quality score are known as QLASSIC score (%) for projects. However, the assessment is not made to work such as piling, foundation and sub-structure by using heavily-equipment-based.